



FOCUSING ON YOU

THE QUARTERLY NEWSLETTER FROM
THE DIVISION OF INFORMATION SYSTEMS

The Department of Transformation and Shared Services (TSS) Division of Information Systems (DIS) newsletter provides our customers with IT upgrade and project updates, DIS service offers, and additionally timely updates that can benefit each Department.

KURMI SELF SERVICE UPDATE

AutomateAR, also known as Kurmi, is a self-service portal that is user-friendly and fully automated to allow the delegation of the Cisco Unified Communications management to IT staff. AutomateAR will reduce the wait time for customers by several days for simple tasks such as name changes or PIN resets.

Giving customers the expected experience while reducing the VoIP teams' essential operations workload allows them to focus on daily tasks and complex customer requests. The VoIP team has deployed AutomateAR to the Arkansas Department of Corrections (DOC), Arkansas Public Employees Retirement System (APERS), and the Arkansas Department of Parks, Heritage, and Tourism (ADPHT).

Our goal is to deploy Kurmi to all Executive Branch Departments by January 31, 2023.

CENTREX NOTICE

As DIS moves closer to the end of the Centrex telephone service contract, we are asking you and your team to review your Centrex telephone numbers that are still in our inventory.

Please contact your DIS Customer Relationship Manager (CRM) at your earliest convenience to discuss options to replace this sunseting technology.

**NOV
2ND
2022**

**SAVE
THE
DATE**

government
technology

**ARKANSAS DIGITAL
GOVERNMENT SUMMIT**
LITTLE ROCK, AR

DATA CENTER MODERNIZATION EFFORTS

DIS has installed and configured the new Data Center Modernization (DCM) environment!

Our team transitioned all workloads to the environment, and about 40% of the legacy DIS shared services environment has been fully migrated. Over 300 systems have been moved, about 80 decommissioned, and the remaining systems will be migrated **by the end of 2022.**

The DIS CRM team is working with customers to schedule the remaining migrations for the shared services environment and is planning to start migrating other outside systems soon.

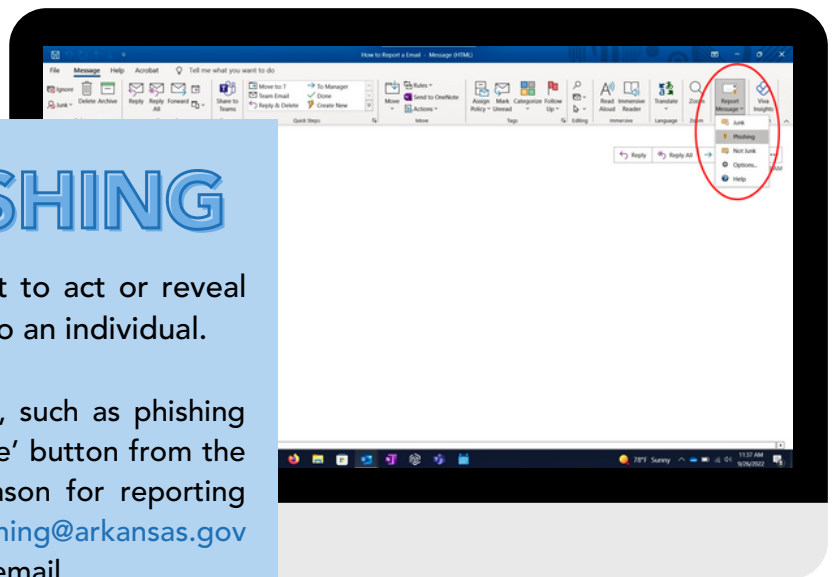
What are the benefits of the DCM environment?

- Overall improved customer experience
- Reduced IT lead times, able to deploy or modify infrastructure components faster
- Streamlined processes resulting in consistent, compliant, and secure deployments
- Increased operational efficiency
- More efficient utilization of resources resulting in more accurate costing and reducing siloed or unused capacity
- Policy-based controls reduce complexity, create fewer errors, and make it easier to maintain
- Better positioned for disaster recovery scenarios
- Greater visibility and insight into infrastructure - dashboards, reporting, and alerting enabling more proactive decision making
- Opportunity to focus infrastructure resources on other tasks (e.g., new service features, addressing technical debt, etc.)

REPORT PHISHING

Phishing is when emails are sent out to act or reveal sensitive data to cause harm or loss to an individual.

You can now report suspicious emails, such as phishing emails, by clicking the 'Report Message' button from the Outlook ribbon and selecting the reason for reporting them. This replaces emailing phishing@arkansas.gov every time you encounter a suspicious email.



Contact Us

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DIS SERVICE ALERTS

